

CLAIMS

We claim:

1. A method for automatically providing temporary access for servicing a system resource, comprising the steps of:
 - awaiting an occurrence of a trigger event associated with a system resource; and
 - in automatic response to the occurrence of the trigger event, activating a prearranged user account that enables a service provider to access the system resource.
2. The method of claim 1, wherein the trigger event includes opening a trouble ticket.
3. The method of claim 1, wherein the system resource includes data processing equipment.
4. The method of claim 1, wherein the system resource includes communication equipment.

5. A method for automatically providing temporary access for servicing a system resource,
comprising the steps of:

awaiting an occurrence of a trigger event associated with a system resource;

in automatic response to the occurrence of the trigger event, activating a prearranged user
account that enables a service provider to access the system resource;

following the occurrence of the trigger event, awaiting an occurrence of a closure event
associated with the trigger event; and

in automatic response to the occurrence of the closure event, deactivating the prearranged
user account.

6. The method of claim 5, wherein the trigger event includes opening a trouble ticket.

7. The method of claim 6, wherein the closure event is a service condition.

8. The method of claim 7, wherein the service condition includes closing the trouble ticket.

1 9. The method of claim 7, wherein the service condition includes reducing a severity of a
2 problem tracked by the trouble ticket.

1 10. The method of claim 5, wherein the closure event includes satisfaction of a temporal
2 condition.

11. The method of claim 10, wherein the temporal condition includes expiration of a
predetermined interval of time.

12. The method of claim 10, wherein the temporal condition includes arrival of a predetermined
time.

1 13. A method for automatically providing temporary access for servicing a system resource,
2 comprising the steps of:

3 establishing a prearranged user account that enables a service provider to access a system
4 resource;

5 awaiting an opening of a trouble ticket associated with the system resource;

6 in automatic response to the opening of the trouble ticket, activating the prearranged user
7 account;

8 following the opening of the trouble ticket, awaiting a closing of the trouble ticket; and

9 in automatic response to the closing of the trouble ticket, deactivating the prearranged
10 user account.

1 14. A method for automatically providing temporary access for servicing a system resource,
2 comprising the steps of:

3 establishing a prearranged user account that enables a service provider to access a system
4 resource;

5 awaiting an opening of a trouble ticket associated with the system resource;

6 in automatic response to the opening of the trouble ticket, activating the prearranged user
7 account;

8 following the opening of the trouble ticket, determining whether a temporal condition
9 associated with the trouble ticket is satisfied; and

10 when the temporal condition is satisfied, automatically deactivating the prearranged user
11 account.

